

S/N 10/728,755

Attorney Docket: YOR920030318US1 (YOR.481)

AMENDMENTS TO THE SPECIFICATION

The first paragraph on page 1 is updated, as follows:

The following copending Application, assigned to the present assignee, is related to the present Application and is incorporated herein by reference:

U.S. Patent Application No. 10/_____, filed on _____, to 10/728,864, filed on December 8, 2003, to George et al., entitled "SERVICE FOR ANALYZING WEB CLIENT DIALOGS", having IBM Docket YOR920030319US1.

YOR920030318US1 (YOR.481)